IATA WORLD FINANCIAL SYMPOSIUM

IATA WORLD PASSENGER SYMPOSIUM

Chicago, USA
25 – 26 October 2023

WPS: PASSENGER EXPERIENCE & AIRPORT

Co-host Airlines:

TAP AIR PORTUGAL   UNITED   IATA

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Thursday, 26 October

WPS: Passenger Experience & Airport

09h00 – 10h15
Digital Identity – Contactless Travel
Panel of lead innovators in One ID implementations will share their experiences around biometrics and digital identity trials and implementations. The panel will discuss lessons learned and explore what is next by looking into common challenges and opportunities for the industry.

Moderator: **Youn Kim**, Manager, Customer Experience, IATA
- **Derwin Cady**, Manager, Airport Technology & Innovation, Air Canada
- **Ernest Eustace**, Associate Director Enterprise Architecture, Greater Toronto Airports Authority
- **Matthew S. Davies**, Executive Director, Admissibility and Passenger Programs Office of Field Operations, U.S. Customs and Border Protection
- **Ricardo Vidal**, Head of Innovation, British Airways

10h15 – 10h30
Sponsored Slot: Biometrics (Vision Box)

Keynote: **Jeff Lennon**, VP Strategic Sales & Global Partnerships, Vision-Box

10h30 – 11h15
NETWORKING BREAK

11h15 – 12h15
Industry/government partnerships – the future of pax data
Keynote and a Fireside Discussion with government experts on border regulation on the digitalization of admissibility and pre-clearance using digital identity and removing the need for the airline to broker pax data. What needs to occur to encourage more States to move to pre admissibility with digital identity?

- **Andrew Wynter**, Chief Executive Officer, Passport Immigration and Citizenship Agency, Jamaica
- **Ciaran Carolan**, Programme Officer (PKD) Aviation Security and Facilitation, ICAO
- **Ignacio Zozaya**, Head of Coordination Office, European Border and Coast Guard Agency
- **Michelle Wilson**, Senior Technical Advisor, USA Gov Transportation Security Administration

12h15 - 12h30
Sponsored Slot: Passenger Data

12h30 – 14h00
NETWORKING LUNCH

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14h00 – 14h20

Aligning Airport Infrastructure to meet Customer Needs
Chicago O'Hare Airport has embarked a multi-dimensional project that will transform O'Hare into a premier international hub to meet the evolving needs of customers through the 21st century and beyond. Concepts and strategies will be shared on how such issues as accessible design, sustainability, and resilience are being addressed and what improvements the transformation will bring to the customer experience.

Keynote: **Tracey Payne**, Chief Administrative Officer/Managing Deputy Commissioner, City of Chicago Department of Aviation

14h20 – 14h40

The Reinvention of Lima Airport
Lima Airport Partners is constructing a 40m passenger terminal and other new infrastructure. This presentation will provide insights on the operational concepts and new processes and technology that will be used at the new terminal and how might airport connectivity and the customer experience be changed.

Keynote: **Norbert Onkelbach**, Chief Commercial Officer, Lima Airport Partners

14h40 – 15h00

Building a Sustainable Airport
Centralny Port Komunikacyjny (CPK) will be the largest greenfield airport project in Europe to be built with environmental sustainability embedded into its design and operating model. This presentation will explain the decarbonization strategies and best practices that are being incorporated into the design of a new environmentally sustainable passenger terminal with reference to the ADRM Sustainability guidance.

Keynote: **Antoinette Nassopoulos-Erickson**, Senior Partner, Foster + Partners

15h00 – 15h30

The Challenges of Transforming the Airport Experience
The three airport project speakers will join for a brief discussion on the common challenges of executing major airport projects that address customer needs.

Moderator: **Manuel Lanuza**, Senior Manager Airport Development , IATA
- **Norbert Onkelbach**, Chief Commercial Officer, Lima Airport Partners
- **Szymon Kachniarz**, Senior Project Manager – Architect, CPK
- **Tracey Payne**, Chief Administrative Officer/Managing Deputy Commissioner, City of Chicago Department of Aviation

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15h30 – 16h15

Wayfinding – Creating an informed Passenger Journey
Passenger journeys are becoming more complex with larger terminals and more "thing to do". While this may be seen as enhancing the passenger experience it can also create friction when it comes to getting the passengers to and from the aircraft in a safe and efficient manner. The presentation will look at how breaking down the journey by steps as well as personas is important to understand the friction and how good planning and technologies can help remove it.

- **Chris Chalk**, Global Aviation Sector Leader, Mott MacDonald

Leveraging technology to improve Baggage Handling Performance for Customers
Panel discussion on how baggage handling and security can be improved through technology.

Moderator: **Harry Grewal**, Director, Airport Infrastructure & Customer Experience, IATA
- **Jason Odey**, Director of Global Baggage Excellence, Air Canada
- **Nicholas Lisle**, Director, Director-Airport Operations Performance & Execution, United Airlines
- **Rick Nagy**, Principal Product Manager, Air Alaska

16h00 – 16h30   **NETWORKING BREAK**

16h30 – 17h30   **Joint WFS and WPS Closing Plenary**